



Crisis/Suicide: 800.833.2900 **Grief:** 800.837.1818 **Homeless:** 800.808.6444 **School Tipline:** 800.863.7600

May 23, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
454 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92-105

Contra Costa Crisis Center hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Contra Costa Crisis Center is limiting its comments to the status of 2-1-1 service in Contra Costa County, California.

Contra Costa Crisis Center employs 17 staff members and since February 2006 has provided 2-1-1 service in Contra Costa County, reaching a population of 1,024,319. The database of service providers used for making referrals has listings for 1,011 agencies and 2,520 programs. In 2007 our call center is receiving 200 calls per month.

The most common reasons clients give for calling Contra Costa Crisis Center are mental health, housing, child abuse, and medical needs. 211 Contra Costa although working in test mode, has helped citizens of Contra Costa County connect with much-needed resources for mental health, counseling, shelters, and other basic needs. 2-1-1 Contra Costa is the essential link that connects donors and volunteers to agencies that are in need of goods and volunteer hours so essential to the continuation of many valid community efforts.

Contra Costa Crisis Center has worked closely with community partners, among these are: First 5 Contra Costa, United Way of the Bay Area, and Contra Costa County, and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support. We respectfully request that the Commission find the public is well served by the use of 2-1-1,

that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,
James Matyas
211 Director